

TENNESSEE REGULATORY AUTHORITY

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****CONSUMER ALERT****

FORMER AT&T CUSTOMERS SHOULD REVIEW STATEMENTS FOR BILLING ERRORS

NASHVILLE -- Consumers that have recently switched their long-distance carriers from AT&T to some other long-distance company should review their phone bills closely for billing errors.

The Tennessee Regulatory Authority (TRA) reports instances that involve former customers of AT&T being charged the monthly subscriber line charge of \$1.94 when the subscription has been changed or transferred.

The billing errors are receiving widespread media attention in the state of Connecticut where at least four cases involving former customers of AT&T have been reported to the state's public service commission.

Connecticut officials with AT&T report that the former customers may have transferred from AT&T recently and their names may not have been deleted from the company's records. At least one case involves a former customer who had not been an AT&T long-distance customer for several years.

The TRA urges Tennessee consumers to carefully review their statements. Any billing errors are to be reported directly to AT&T's customer service center at 1-800-222-0300.

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